Rajya Sabha on the 14th July, 1992 and state :

(a) whether the Expert Committee on wage structure has since submitted its report to Government;

(b) if so, what are the deails thereof; and

(c) what action Government have taken thereon ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SHANTARAM POTDUKHE) : (a) The Committee of Experts has not yet submitted its report.

(b) and (c) Do not arise.

Inflows in Non-Resident (External) Rupee Account and Foreign Currency Non-Resident Accounts

1270. SHRI KAMAL MORARKA: Will the Minister of FINANCE be pleased to state:

(a) what has been the inflow in the Non-Resident (External) Rupee Account and Foreign Currency Non-Resident during 1991-92;

(b) what are the comparative figures during last five years;

(c) whether there has been a sharp fall in the inflow in the above two accounts during 1991-92; and

(d) if so, what are the reasons therefor ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI RAMESHWAR THAKUR) : (a) to (c) The inflows in the Non-Resident (External) Rupee Account (NRERA) and the Foreign Currency Non-Resident Account (FCNRA) during the last 5 years are indicated below :

Inflows (+)/outflows (—) (Excluding accrued interest) :

US Million Dollars

	87-88	88-89	89-90	90-91	91-92
NRERA	+368	+162	+166	+84	(—)27
FCNRA	+1051	+1540	+1309	+168	(—)1267

(d) The outflow recorded in the NRERA and FCNRA Accounts during 1991-92 was on account of a temporary loss of confidence in the credit worthiness of the country caused by a number of adverse developments especially in the external sector of the country.

Ranking Banks on the basis of Customer Services

1271. SHRI SURESH KALMADI: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that Government propose to take steps for ranking the banks on the basis of customer services provided by them;

(b) if so, what are the details thereof and also the reasons therefor; and

(c) whether Indian Banks Association has opposed the proposal; and

(d) if so, what is Government s reaction thereto ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI DAL-BIR SINGH) : (a) to (d) With a view to improve customer service further, a proposal was mooted to rank the banks on the basis of customer service provided by them. The ranking was to be made on the basis of a review to be undertaken by the IBA once in two years. IBA have expressed the view that since customer surveys were in the past conducted by RBI and coordinating banks of State Level Bankers Committees (SLBCs) in different states through outside agencies and since surveys conducted by independent bodies may be more objective and useful, such surveys could be conducted from time to time areawise and bankwise. Government have noted the views of IBA.